

**GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA**

UNSTARRED QUESTION NO:5270
ANSWERED ON:23.04.2001
TELEPHONE FAULT RATE
RAGHUNATH JHA

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the telephone fault rate in Mahanagar Telephone Nigam Limited (MTNL) areas is more than in the Department of Telecommunications (DoT) areas;
- (b) if so, the reasons therefor; and
- (c) the steps taken/proposed to be taken by the Government to bring down fault rate in MTNL areas?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI TAPAN SIKDAR)

(a) The fault rate of MTNL, Delhi is higher than the fault rate of DoT (Now BSNL) areas. However the fault rate of MTNL, Mumbai is 11.3%, which is less than the all-India average fault rate of 12.5%.

(b) The fault rate can be mainly attributed to the following reasons:

- Poor quality of drop wire.
- Faults in instruments.
- Cable length being more.
- Adding more pillars at same place and interconnecting them through pipes.
- Very little introduction of new technologies in the external plant.

(c) The following steps have been taken to improve the fault rate.

- i) External plant is being rehabilitated
- ii) All paper core underground cables are being replaced with Jelly filled/optical fibre cables.
- iii) Liberalized policy of replacing old/faulty telephone instruments.
- iv) Opening of more Remote switching Unit (RSU) and Digital Line concentrators (DLC)